

February 2021

# The Junction Modular Supportive Housing Resident Outcomes

Results at Six Months after Opening



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BC Housing's Research Centre works in collaboration with housing sector partners to foster excellence in residential construction and find innovative solutions for affordable housing in British Columbia. Sharing leading-edge research and advances in building science and new technologies encourages best practices.

The Research Centre identifies and bridges research gaps to address homelessness, housing affordability, social housing challenges and the needs of distinct populations. Mobilizing knowledge and research expertise helps improve the quality of housing and leads to innovation and adoption of new construction techniques, Building Code changes, and enhanced education and training programs.

Learn more about the Research Centre at [www.bchousing.org](http://www.bchousing.org). Sign up to receive the latest news and updates at [www.bchousing.org/subscribe](http://www.bchousing.org/subscribe).

## Acknowledgements

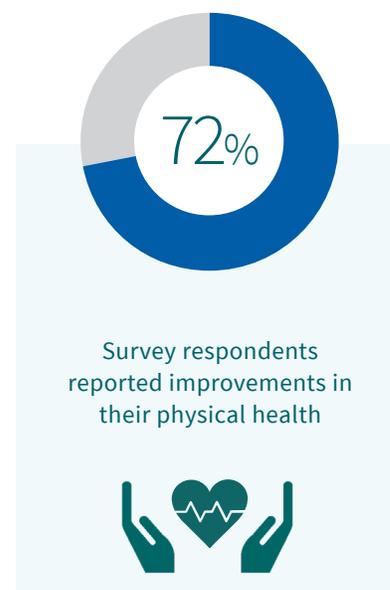
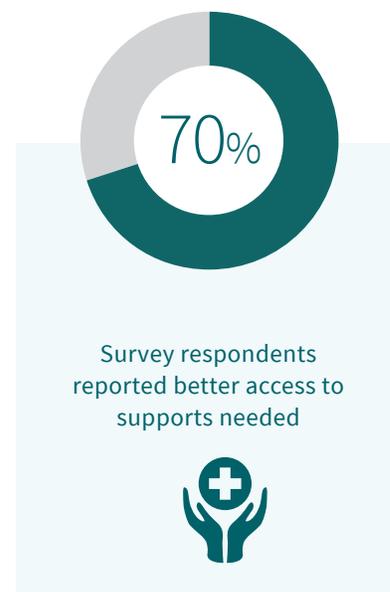
BC Housing gratefully acknowledges The John Howard Society of the North Island for sharing their insights on The Junction, a modular housing development in Courtenay, and for supporting this study. We would like to sincerely thank all the residents who shared their perspectives through the resident survey as part of this study.

**JohnHoward**  
The John Howard Society of North Island

# RESULTS SNAPSHOT

This snapshot shows outcomes for residents of The Junction, a modular supportive housing development in Courtenay, B.C., nine months after the building opened.

Please refer to page 15, Research Methodology for information about data sources.



# THE JUNCTION



Housing provider, The John Howard Society of the North Island operates The Junction, providing on-site support coverage twenty-four hours every day of the week and helping residents to:

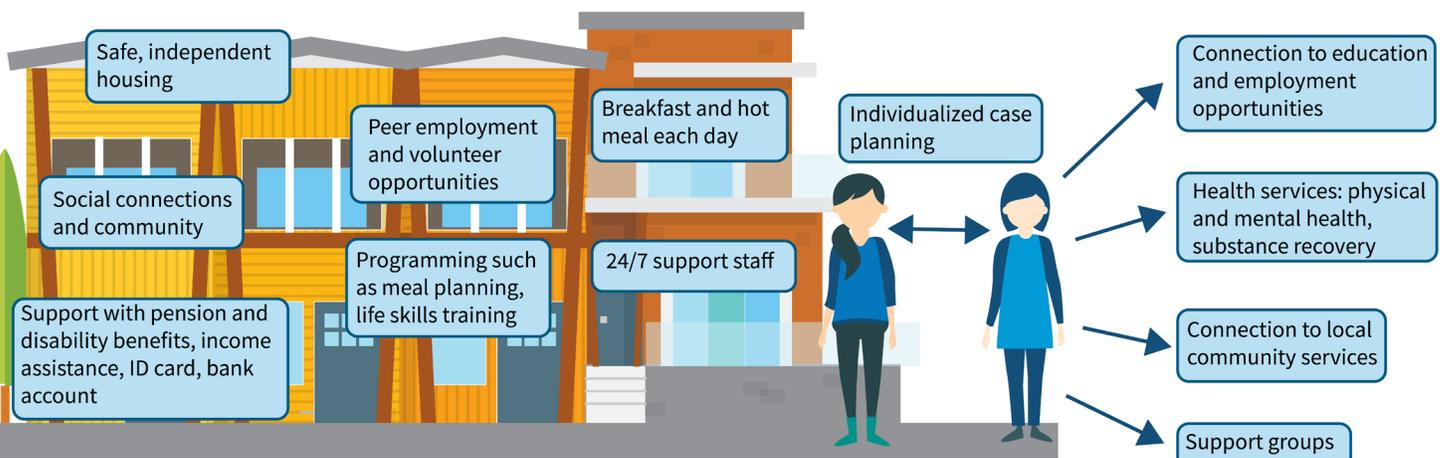
- › Maintain their homes
- › Enhance their life skills, including learning to cook
- › Connect with education, employment, health, and independent housing
- › Access community information, social and recreational programs
- › Participate in case planning and needs assessments
- › Access income assistance, pension benefits, disability benefits
- › Apply for BC Identification
- › Open a bank account
- › Access food

## Modular units funded under Rapid Response to Homelessness program deliver results

The Junction opened in March 2019 and is funded under the Rapid Response to Homelessness program. The Junction provides 46 units of housing for individuals experiencing homelessness or at risk of homelessness in Courtenay, B.C.

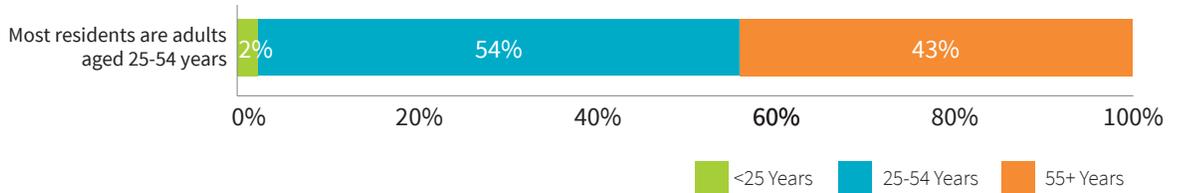
The Government of British Columbia announced the Rapid Response to Homelessness program in 2017 as an immediate response to homelessness across the province. The Province committed \$291 million over two years to build 2,000 modular supportive housing units for people who are homeless or at risk of homelessness. In addition, \$170 million was committed over three years to provide staffing and support services for residents.

Each self-contained studio apartment is 320 square feet and includes a 3-piece bathroom, 2-burner stovetop and a full-height fridge. Each building includes 2,000 square feet of amenity space with an oven for social gatherings and meals. Six units on the first floor of the building are wheelchair accessible.

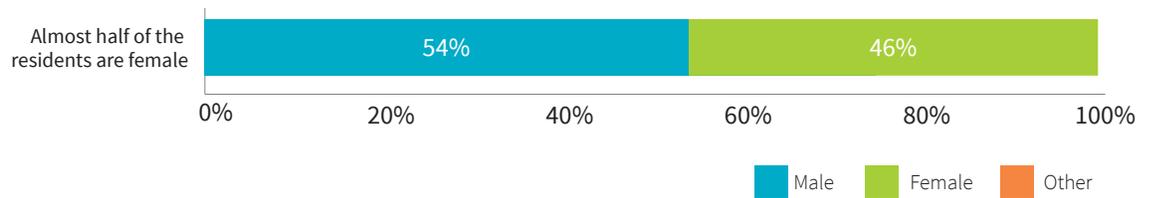


## Resident Profile

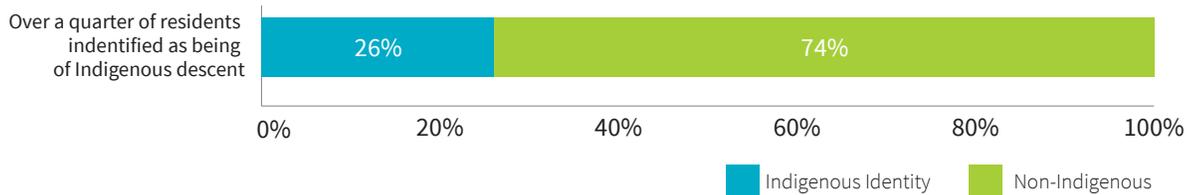
The Junction provides housing for a mixed community of residents. This includes residents with different genders, ethnicities, and ages. Residents also have a mix of vulnerabilities and support needs. While the majority of residents are adults aged 25-54 years, a high proportion of individuals in the building are over the age of 55.



Source: BC Housing, Housing Connections Database

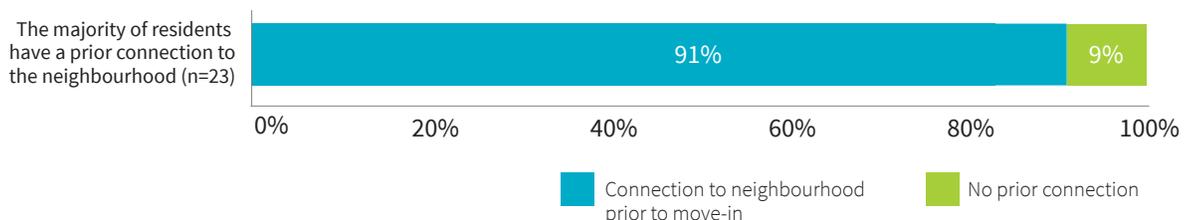


Source: BC Housing, Housing Connections Database



Source: BC Housing, Housing Connections Database

Ninety-one per cent of survey respondents indicated that they had a prior connection to the neighbourhood. These connections include living in the neighbourhood either immediately prior to moving to The Junction or in the past, having friends or relatives in the neighbourhood, and using services located in the neighbourhood. Staff reported that all residents were previously living in the Courtney/Comox area.



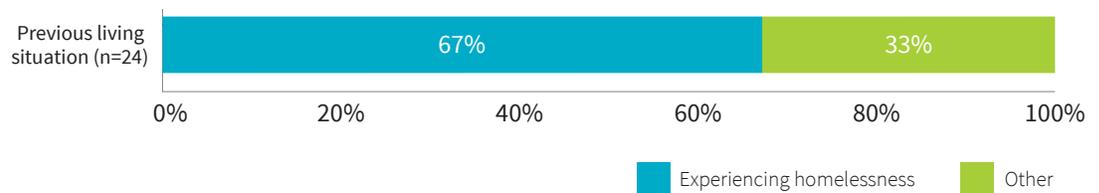
Source: Resident Survey

## Experience of Homelessness

### OUTCOME: DECREASED

The majority of residents (67 per cent) were experiencing homelessness immediately prior to moving into The Junction. Staff reported that many residents were living outside, while others were staying in the local emergency shelter or with family.

Thirty-three per cent of residents were living in housing that did not meet their support needs.



Source: Resident Survey

## Housing Stability

### OUTCOME: INCREASED

Eighty-seven per cent of the first residents at The Junction remained housed there six months after moving into their homes. Among residents who left before the 6-month mark, reasons included being admitted to a treatment facility, moving in with friends or family, and moving to another type of supportive housing.



Source: City of Vancouver

## Quality of Life for Residents

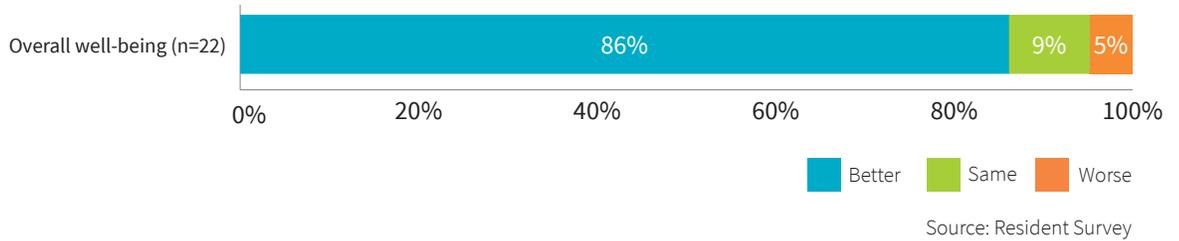
### OUTCOME: IMPROVED

#### Overall Well-being

Eighty-six per cent of survey respondents reported improvements in their overall well-being, while 9 per cent of survey respondents reported that their well-being remained the same.

*“Residents are really happy to be here. They want other people to have the option to move into a building like this”*

– The Junction staff member

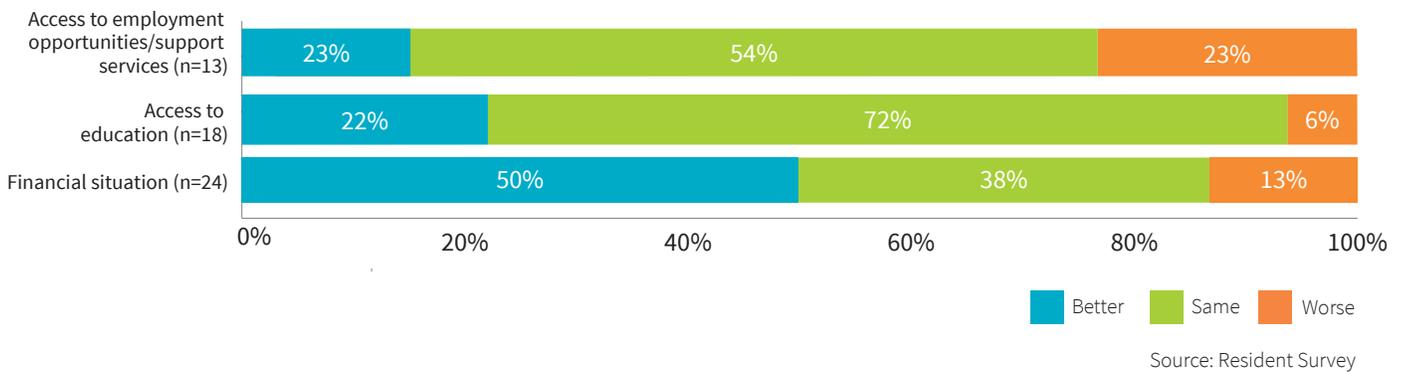


#### Employment, Income and Education

Twenty-three per cent of survey respondents reported better access to employment opportunities since their move, while 22 per cent reported better access to education.

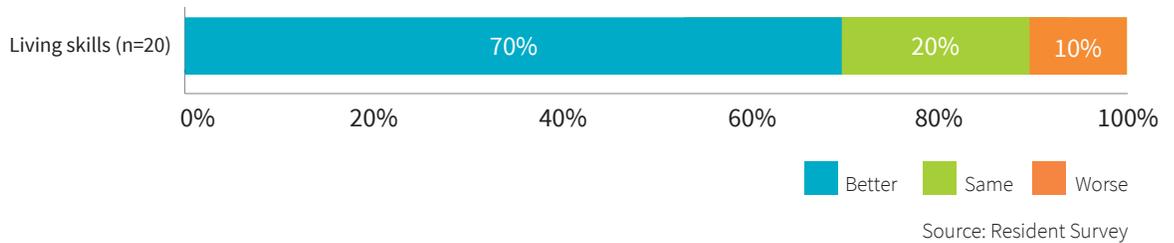
Fifty per cent of survey respondents reported that their financial situation had improved.

Staff reported that a few residents are working and volunteering in the community.



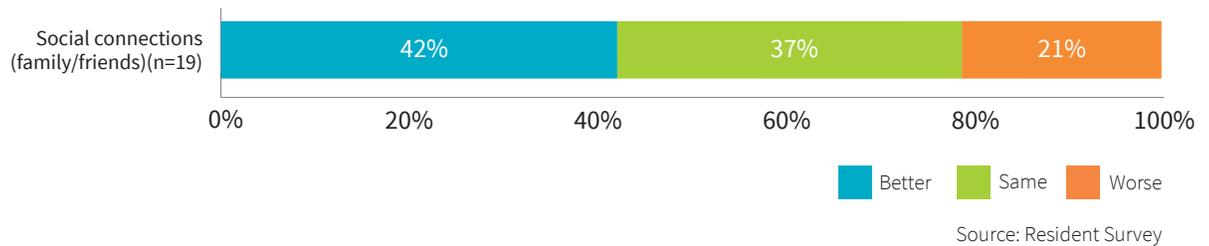
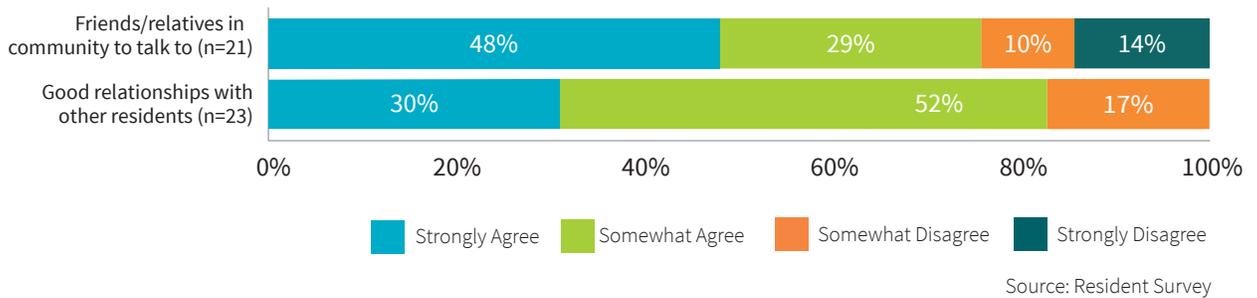
## Living Skills

Seventy per cent of survey respondents reported that their living skills had improved, while living skills remained the same for 20 per cent of residents. Staff reported that they are helping residents who need assistance with maintaining their space and relearning living skills.



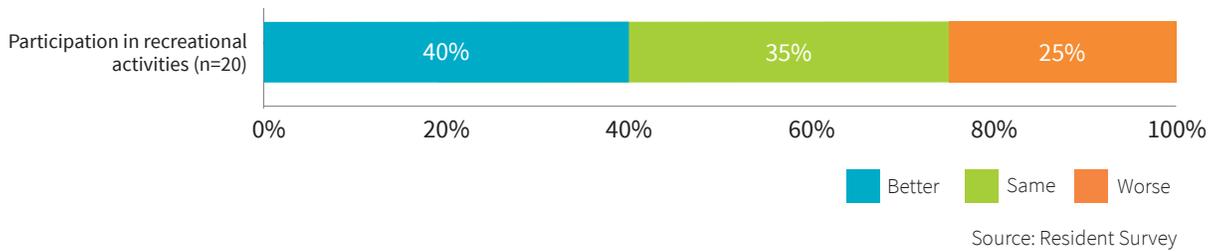
## Social Connections

The Junction residents reported improved social connections. Seventy-seven per cent of survey respondents somewhat or strongly agreed that they have friends or relatives in the community to talk to, while 82 per cent reported good relationships with other residents. Forty-two per cent of survey respondents reported improvements in their social connections. Staff noted that residents are learning the value and responsibility of living in a neighbourhood.



## Recreation

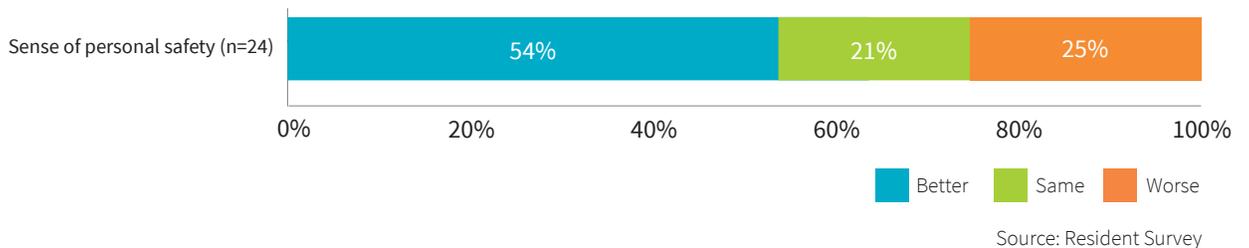
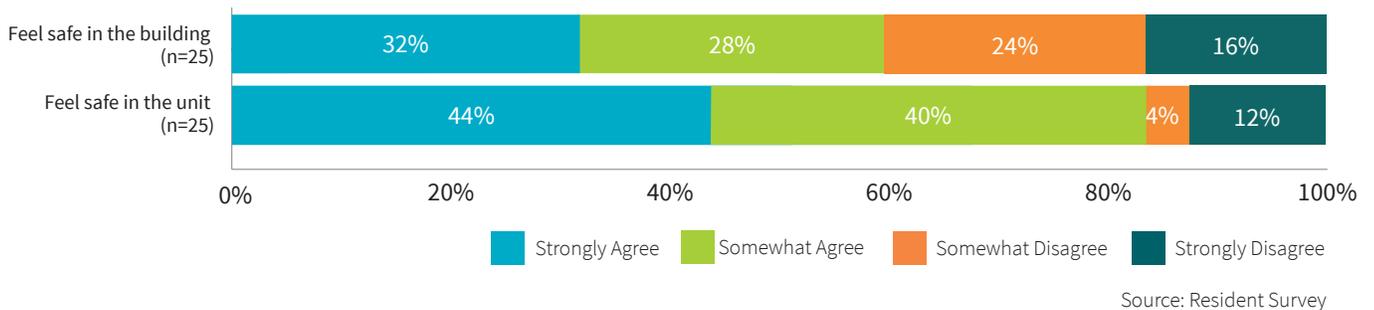
Forty per cent of survey respondents reported improved participation in recreational activities, while participation remained the same for 35 per cent of respondents. According to staff, a quarter of The Junction residents have accessed recreation passes available through the local recreation centre.



## Safety

The majority of survey respondents (60 per cent) somewhat or strongly agreed that they felt safe in the building, while 84 per cent agreed that they felt safe in their home. Staff noted that having a secure space to live has allowed residents the time and ability to connect with community supports.

Most survey respondents (54 per cent) reported an improvement in their sense of personal safety.

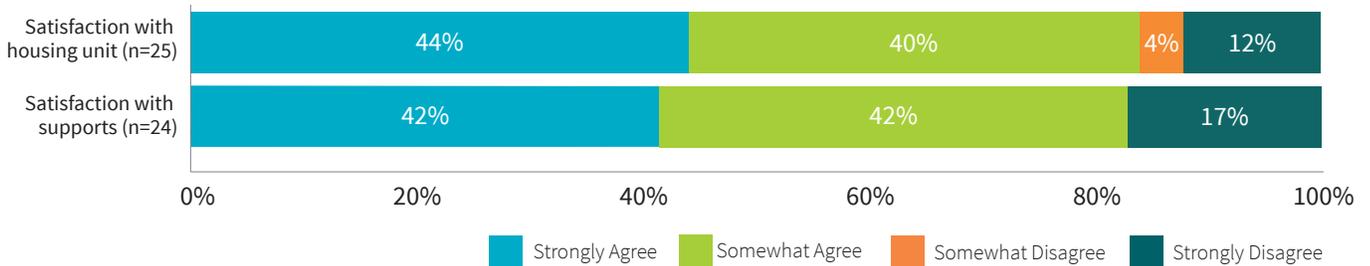


## Satisfaction with Housing and Supports

The resident survey supports staff perceptions that residents are satisfied with their housing and supports. Most survey respondents (84 per cent) somewhat or strongly agreed that they were satisfied with their housing unit, while 84 per cent of survey respondents somewhat or strongly agreed that they were satisfied with the level of supports they receive at The Junction.

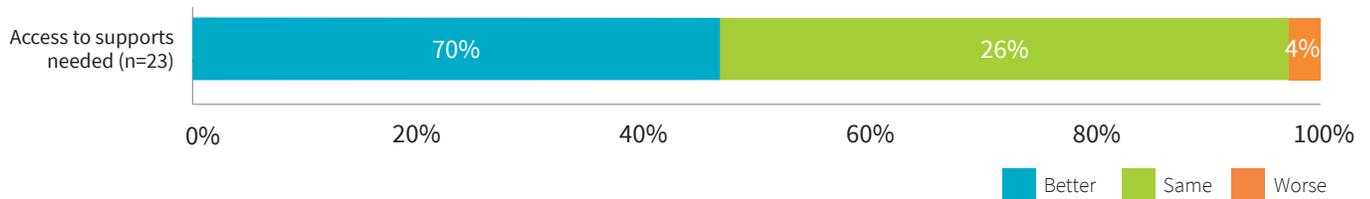
*“Defences are coming down and people are opening up more about where they are needing support, reaching out for the supports they need”*

– The Junction staff member



Source: Resident Survey

The majority of survey respondents (70 per cent) reported that access to the supports they need has improved, while 26 per cent reported that access has stayed the same.



Source: Resident Survey

## Challenges

Some of The Junction residents have experienced challenges since moving to their new home. Staff mentioned that the common living arrangement has led to some interpersonal conflict. Some residents also have a challenge following the guidelines and programming of the building.

Staff also mentioned that some residents have been dealing with challenges associated with mental health and substance use. There have also been some complaints of second-hand smoke due to residents smoking in their rooms.

The Junction staff also identified challenges related to the modular building design, including:

- A lack of secure bike storage for residents’ bicycles
- The institutional feel of the interior colours and furnishings
- A lack of meeting space for staff
- The need for scooter parking

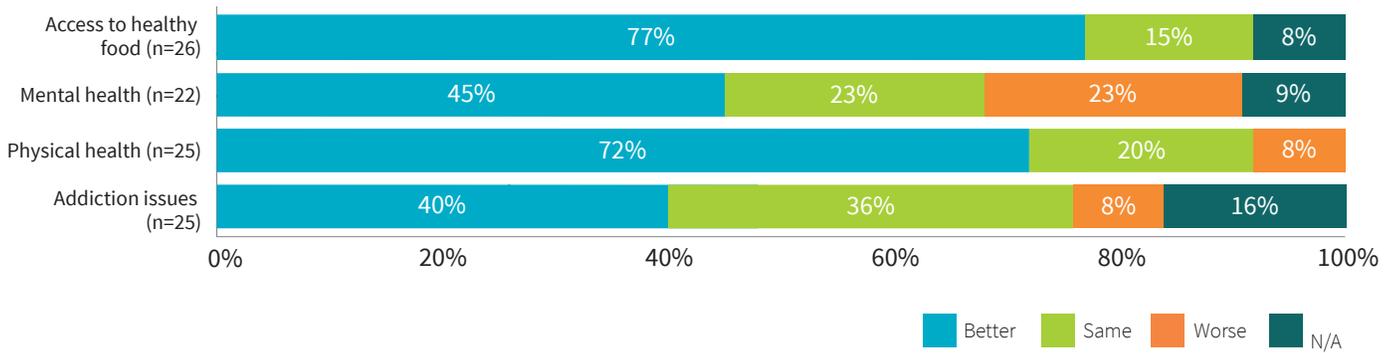
## Residents' Health

### OUTCOME: IMPROVED

Seventy-seven per cent of survey respondents indicated that they have better access to healthy food since their move to The Junction.

Forty-five per cent of survey respondents reported improvements to their mental health since moving into their home and 72 per cent of survey respondents indicated an improvement in their physical health.

Forty per cent of survey respondents reported improvements in addiction issues, while 36 per cent reported that their addiction issues had remained the same. Sixteen per cent noted that this question did not apply to them.



Source: Resident Survey



*“It’s lovely to watch people have a hearty breakfast. Having access to food is huge.”*

– The Junction staff member

## Health Care System Usage

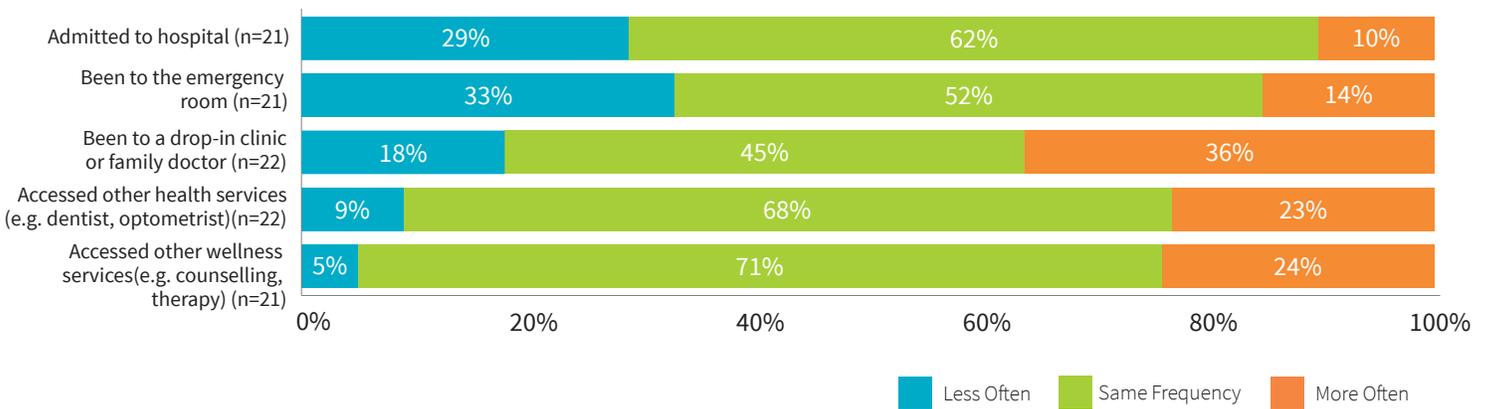
### OUTCOME: REDUCED USE OF EMERGENCY SERVICES

Twenty-nine per cent of survey respondents indicated that they have been admitted to hospital less often since moving to The Junction, while 62 per cent reported they had been admitted to hospital with the same frequency.

A similar trend was seen in trips to the emergency room, with 33 per cent of survey respondents reporting they had been to the emergency room less often. Fifty-two per cent of survey respondents indicated that they had been to the emergency room with the same frequency.

Thirty-six per cent of survey respondents reported that they had been to a drop-in clinic or family doctor more frequently since moving into The Junction.

Twenty-three per cent of survey respondents reported accessing other health services (such as dentist or optometrist) more frequently. Twenty-four per cent of survey respondents indicated accessing other wellness services (such as counselling and therapy) more frequently since moving into The Junction.



Source: Resident Survey

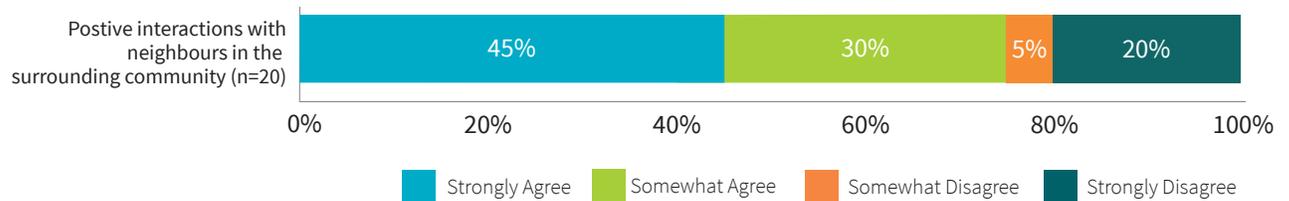


## Community Relations

### OUTCOME: MIXED

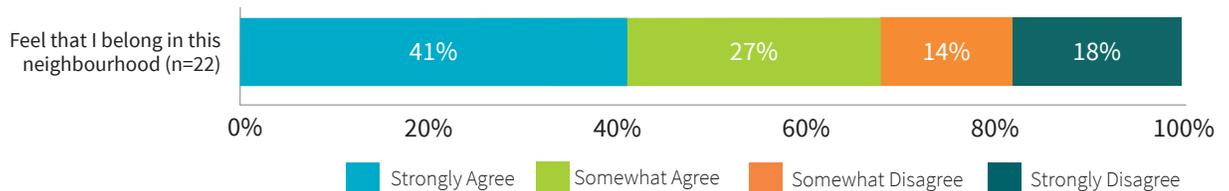
The Junction staff indicated that the relationship with the wider community is mixed. Staff reported that some neighbours walk by and chat and are happy that the building is there, while other neighbours have expressed concerns about issues such as noise.

The majority of survey respondents strongly or somewhat agreed that they have experienced positive interactions with the surrounding community (75 per cent).



Source: Resident Survey

Sixty-eight per cent of survey respondents feel that they belong in the neighbourhood.



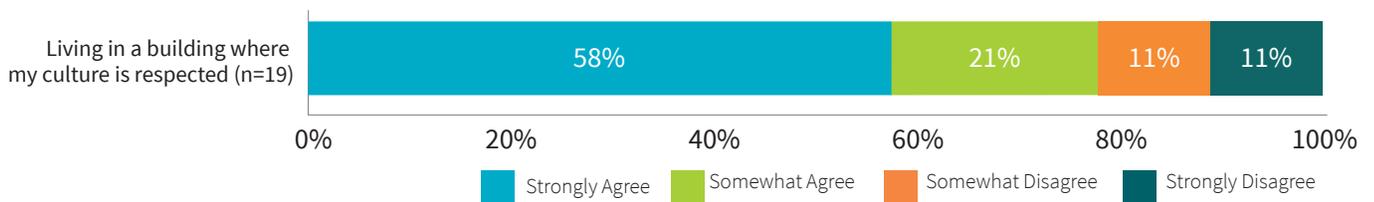
Source: Resident Survey



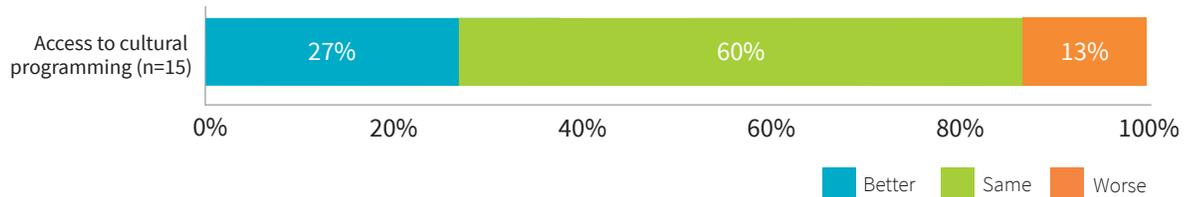
## Access to Cultural Programming

### OUTCOME: POSITIVE

The Junction houses individuals from a range of cultural backgrounds. Seventy-nine per cent of survey respondents reported that they feel their culture is respected at The Junction. Twenty-seven per cent of survey respondents felt that their access to cultural programming had improved, while 60 per cent of survey respondents felt that their access had remained the same.



Source: Resident Survey



Source: Resident Survey



Data provided in this report was collected nine months after The Junction opened. The outcomes from this report are based on residents who moved into the building when it opened. Outcomes may change over time as the resident mix in the building changes.

## Resident Survey

A resident survey was made available to The Junction residents in December 2019. The objective of this survey was to measure the change in well-being and quality of life that residents have experienced because of the supportive housing development. The resident survey results are self-reported by residents.

- Fifty-seven per cent of The Junction residents responded to the resident survey.
- Not all survey respondents chose to answer all questions.
- Data for each question is based on those who answered.

## Housing Provider Interviews

Housing provider interviews were conducted with three The John Howard Society of the North Island staff in December 2019. The objective of these interviews was to gather information about the change in well-being and quality of life that residents have experienced because of the supportive housing development.

## Housing Connections Data

Data on housing stability, and some demographic information was sourced from BC Housing's Housing Connections Database for the first residents who moved into the building. Percentages presented in this report are based on those individuals for whom data was available.

## Partners

This study is being undertaken at modular supportive housing developments across the province in collaboration with non-profit housing societies and other partners.



Contact: **Research Centre** Email: [research@bchousing.org](mailto:research@bchousing.org) Phone: **604-439-4135**

For more information, visit our website at: [www.bchousing.org](http://www.bchousing.org)